

The Importance of Managing with Empathy

Promoting Wellbeing and Good Customer Service



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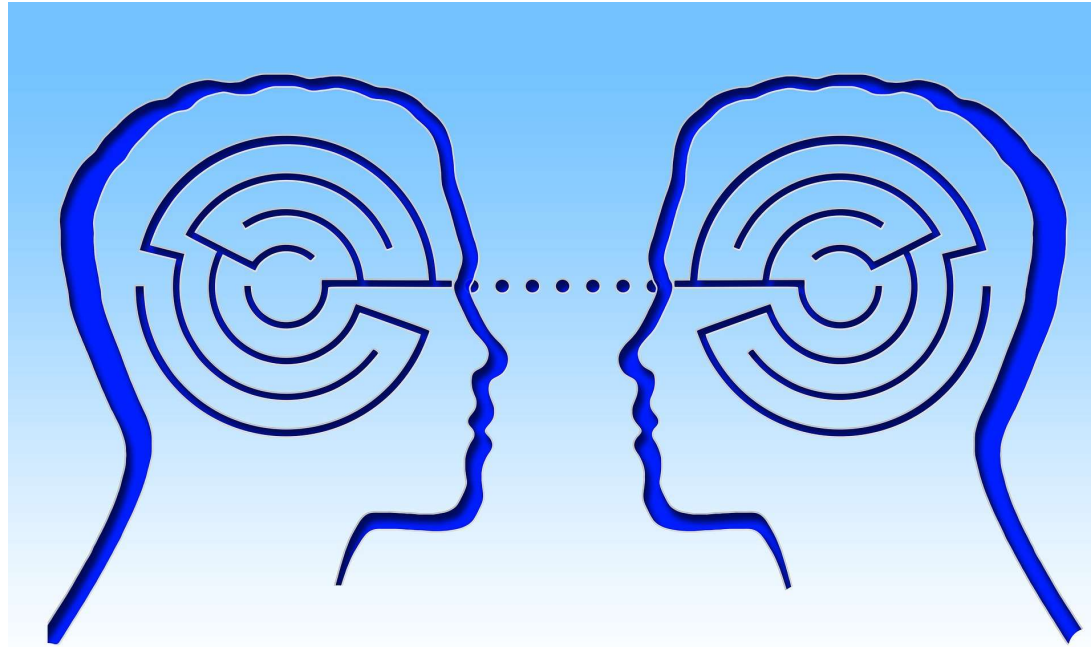
- What do we mean by Empathy?
- Why is Empathy important at work?
- How can we increase our Empathy?

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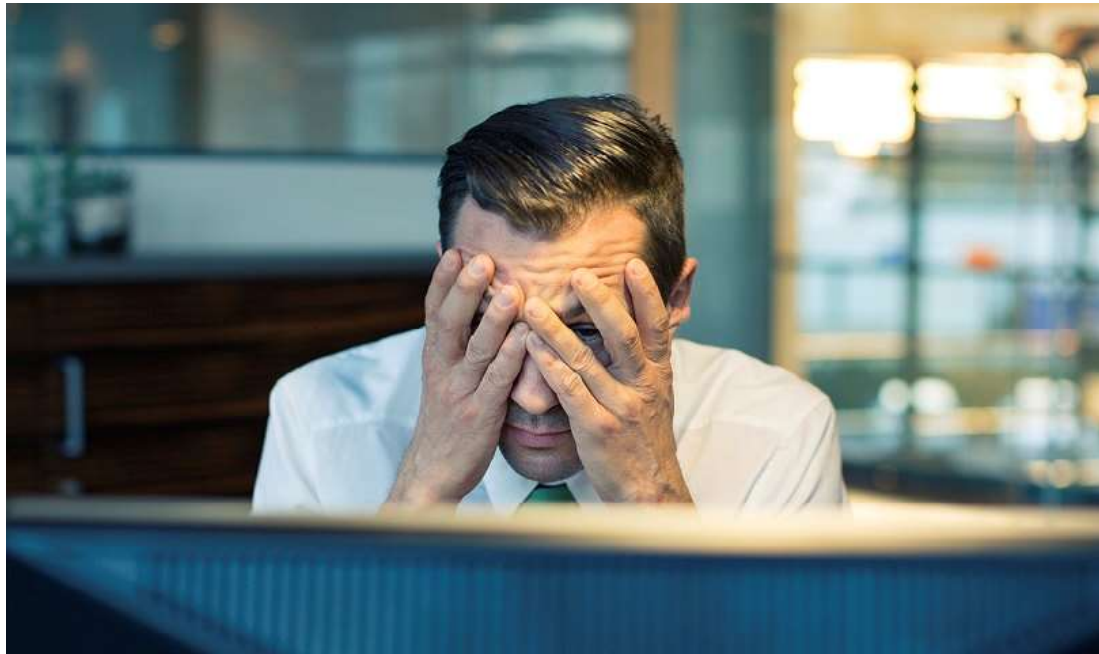
What do we mean by Empathy?



The ability to understand someone else's point of view, their thoughts, preferences and feelings.

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Why is Empathy important at work?



If you look after your staff, they'll look after your customers.
It's that simple – Richard Branson

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How can we increase our Empathy?

- Listen
- Ask Questions
- Recognise Differences

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What Next?

To find out more about how to improve your Empathy and other key skills call Nigel on 07504 826446 or email me: nigel@huntcliff.org.uk